

TCRS Service Counselor, Call Center

Located in downtown Nashville TN, the Tennessee Department of Treasury is seeking a Service Counselor in the Tennessee Consolidated Retirement Services (TCRS) Call Center to manage member telephone inquiries.

The Tennessee State Retirement Program was established in 1972 as a retirement program for the public employees of Tennessee. The TCRS division provides a variety of services for the approximate 150,000 retirees and 200,000 active program members.

The successful candidate will be responsible for answering telephone calls, obtaining member information and providing appropriate assistance regarding TCRS member participation in a prompt, confidential and courteous manner. The Service Counselor, Call Center will record and translate member inquiries into a contact system and when necessary, utilize a triage matrix and protocol to refer phone calls of a more complex nature to a TCRS subject matter expert for resolution.

The minimum qualifications for the Service Counselor, Call Center, are an undergraduate degree, preferably in business or a business related field, and proficient skills in the use of computers and customer databases. Also preferred is at least one year of experience handling public sector inquiries or transactions, direct customer contact and work experience in a high volume call center or customer service department identifying and resolving problems.

This position offers a stimulating and rewarding opportunity to assist the great citizens of Tennessee and to work with a talented team of professionals in the TCRS Call Center. Health, dental, and vision insurance, retirement plan with a contribution component, paid vacation, sick leave, and other valuable benefits are also provided.

Applicants should provide an email address for timely communication. Candidates for this position will be expected to agree to, and provide information for, a comprehensive background check.

To apply, please submit your resume with compensation requirements to Treasury.Resumes@tn.gov by February 7, 2015.

The State of Tennessee is an Equal Opportunity Employer.